

Database and Web Administrator

Department:	IT Services	Reports to:	Manager, Client Services & Business Applications
Effective Date:	July 2019	Supersedes:	NEW
Classification:	CUPE Inside, Class 7	Job Evaluation Date:	July 2019 (pre-evaluation)

POSITION SUMMARY:

Responsible for implementing and supporting the database and web environment, managing system availability, capacity and performance, maintaining the corporate database and web infrastructure, and creating custom enhancements and reports for various stakeholder groups. The job will also oversee projects, work directly with customers to understand their requirements, develop user and technical documentation, and evaluate new software.

DUTIES & RESPONSIBILITIES (not limited to):

- Partner with customers on all project phases (requirements, design, development, testing, deployment) to provide solutions that are innovative, comprehensive and meet their needs
- Design, develop, test and maintain high-quality database and web solutions to meet internal and external stakeholder business requirements
- Develop database and web integration scripts and manage them using version control
- Monitor database statistics and performance to project future growth and expansion requirements, implement corrective actions, and advise of any systems or hardware constraints
- Author and maintain standard database and web lifecycle documentation for every solution including architectural overviews, technical specifications, system models, and workflow diagrams
- Manage database, web and other system security according to corporate standards
- Provide regular project and status reports, identify risk and issues, perform feasibility and cost benefit analysis, and develop or contribute to strategy documents and roadmaps
- Plan and manage database and related software installs, configurations, testing, deployments, upgrades and backups.
- Develop knowledge of corporate application and database structures and their relationship to other applications to ensure data integrity, and to avoid redundancy and duplication
- Maintain a good working knowledge of industry standard query and reporting solutions, and report writing tools to maximize the value of corporate data
- Create “how-to” and training materials, and train customers and team members
- Research and evaluate existing and emerging technologies and solutions
- Participate in system recovery and restoration initiatives to support backup, recovery and business continuity activities
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District
- Related duties as assigned

MINIMUM EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Completion of a post-secondary program in information technology, computer science or a related program
 - Professional certification in information technology or a related field would be considered an asset
 - Vendor product certifications would be considered an asset, especially in Microsoft technologies (e.g., AD, Windows and SQL Server, SSIS/SSRS, IIS)
- 3-4 years of demonstrated experience with enterprise-level database and web systems implementation, integration and management, or a combination of related education and experience; experience must include work with multiple hardware and software systems (e.g., servers, operating systems, virtualization, storage, networking and cloud computing)
- Experience with relational database design and management techniques
- Experience with scripting tools and web-based development (e.g., Java, JavaScript, HTML, XML)
- Demonstrated experience with industry standards and best practices, development and test methodologies, requirements analysis, architectural design, and workflow and business process modeling
- Project management and/or team lead training, or an equivalent combination of related education and experience would be considered an asset
- Demonstrated ability to work independently or as part of a group, and effectively interact with others, possessing exceptional communication and interpersonal skills
- Ability to handle multiple projects and assignments simultaneously
- Valid Ontario Driver’s license

DECISION MAKING & INDEPENDENCE:

This job works under the general direction of the Manager, Client Services & Business Applications and within the framework of the District's departmental, division, branch policies, directives, guidelines and objectives. This job will:

- Display a keen desire for continuous learning, advise on new technologies and trends, and develop the skills needed to support the current and future application portfolio
- Create procedures, processes, forms, and end-user how-to documents, and provide input on policies
- Protect the confidentiality and security of corporate and personal information, systems and infrastructure (e.g., payroll, HR, finance)
- Architect, design, develop and test solutions using industry standards and best practices, and adhere to industry regulations such as PIPEDA and CASL
- Be able to anticipate and identify impacts and issues to take corrective action, adjust priorities and meet project commitments

This job will also:

- Exercise discretion and independent judgement to determine and manage work activities where past practices may not exist
- Exercise judgement in handling sensitive data sets and information

FINANCIAL RESPONSIBILITY

- Participate in budget planning by providing options and costs on specific items
- Provide accurate and timely information and financial analysis in support of department initiatives

SUPERVISORY RESPONSIBILITY:

This job is not directly responsible for the management of supervision of other employees, but may provide oversight to summer students.

When working on projects, this job may be the project lead and be responsible for oversight of the project deliverables from other staff members – monitoring tasks, deadlines, etc.

CONTACTS:

- Regular interaction with the management team and users from municipalities and libraries participating in the shared Information Technology initiative
 - Review project and request timelines, requirements, scope of work, implementation, testing and completion criteria with department members, vendors and customers to reach consensus on project deliverables.
- Interact with the public, other governments and vendors as required (i.e., best practices research, sourcing products, collaboration)

PHYSICAL / PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS:

- Typical office environment using a computer with multiple monitors for extended periods of time
- Physically able to install and configure various types of computer hardware and software
- Majority of work is performed during regular business hours, however, some work may be required after business hours and weekends to meet operational needs
- Participation in the mandatory on-call/ standby duties on a rotational basis, as required
- Occasional business travel to various locations within Muskoka

HEALTH & SAFETY RESPONSIBILITIES (for workers):

- Work in a safe manner that is in compliance with the Occupational Health & Safety Act and policies / procedures of the District
- Participate in health and safety-related training
- Wear or use the required protective equipment, clothing and/or devices
- Report injuries, hazards, or equipment defects